

DEPARTMENT OF STATE A/CDC/MR

REVIEWED BY

WZ MENN

4/26/82 92

RDS ☐ C. YES ☐ A. W. DATE

TS M. H.

ENDORSEMENT

DECLASSIFIED ☐ RREPLACE DATE ☐

PA of FOI EXEMPTIONS

July 26, 1977

To: D/HA Staff

From: D/HA - Patricia M. Derian

D/HA Telephones

I have been receiving an increasing number of complaints about our telephones, ranging from the manner in which callers are handled to the complaint that my extensions 20334 and 20335 are almost always busy.

Please let me emphasize again how important it is to project a courteous, cordial and professional image to callers. It is often the only contact they have with our office and the vital subjects with which we deal. I am sure I need not stress that our calls come from all sources -- the American public, the White House, Capitol Hill, foreign Embassies and individuals, and representatives of many groups and organizations.

I also wish to request that extensions 20334 and 20335 not be used by anyone other than myself.

CC